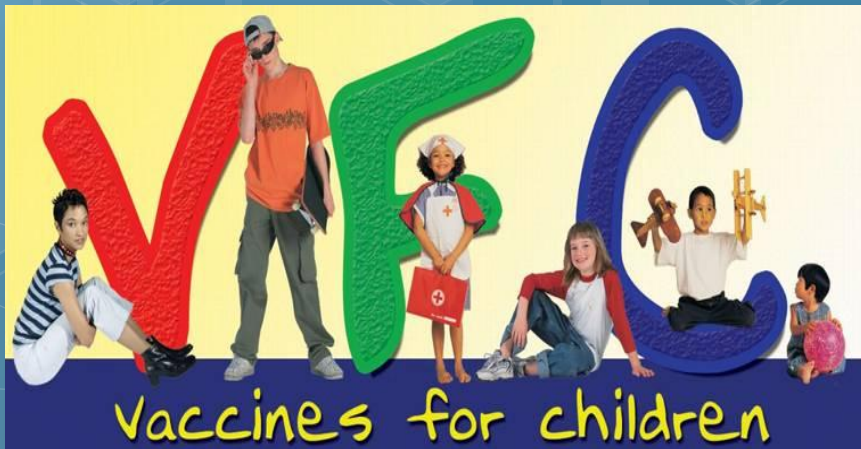


VFC Site Visits



Audio call in: 1-877-668-4490
Access Code: 579 834 671

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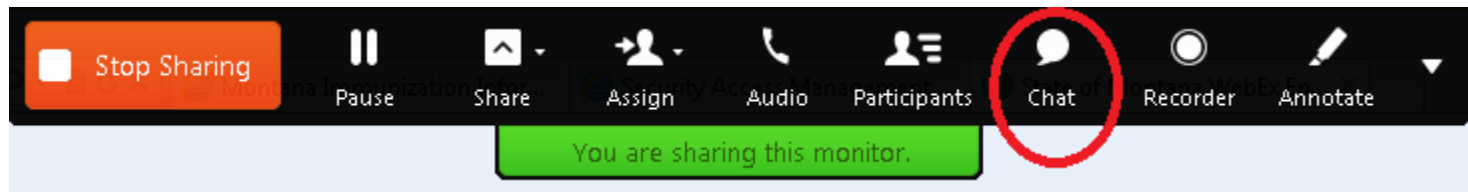
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House Keeping

We mute all participants upon entering the presentation

If you would like to ask a question, please send the host a message through the “Chat” function.



We may have open live questions, depending on the number of participants.

This presentation will be posted to www.immunization.mt.gov under the **VFC Training and Resource Page**

Let's get started!!

Reminder – Regional Immunization Workshops in April!

Great Falls	March 31st	Hampton Inn
Missoula	April 14th	Hilton Garden Inn
Butte	April 15th	Fairmont Hot Springs
Miles City	April 29th	Sleep Inn and Suites
Billings	April 30th	Crowne Plaza

Call 444-5580 if interested.

Topics:

- VFC Site Visits
 - What, why, and when
 - The general process
 - Non-compliance
 - What you can do
 - Our promise to you



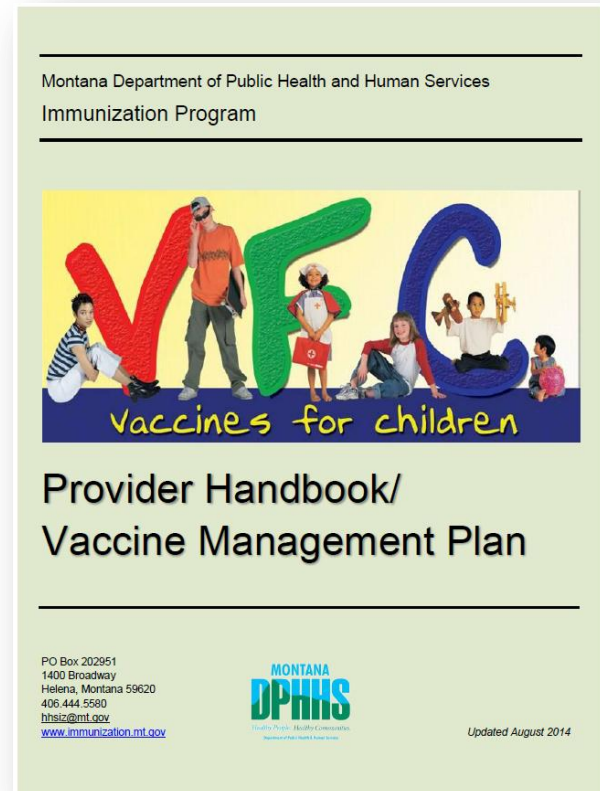
VFC Site Visit Resources

VFC Provider Handbook

Section 7 VFC Compliance Site Visits

Section 8 VFC Requirement Checklist

Section 9 Non-Compliance, Fraud,
and Abuse



Types of VFC Site Visits

Type	Purpose	Frequency	CDC Requirement
VFC Compliance	VFC compliance	Every other year	Visit 50% of total providers each year (@120/year)
Unannounced Storage and Handling Visit	Vaccine storage and handling	As needed dependent on location and staff availability	Visit 5% of total VFC providers each year (@12/year)
Enrollment Visit	Program education, inspect storage equipment	As needed	All newly enrolling or re-enrolling providers (@3-5/year)
Education Visit	Provider education	By request of provider	Encouraged, but no requirement (@3-5/year)

Clinics with 11 or more kids in the 24-35 month age group, get a combined VFC/AFIX Visit.

VFC Compliance Site Visits: Why do them?

- CDC Requirement
 - We get our site visit from the CDC every June.
- Review implementation of VFC Program at your facility
- Help trouble-shoot issues and improve processes
- Implement correction actions, if necessary
- Communicate new information
- Answer questions

Other benefits:

- Meeting our providers
- A chance to listen and learn from you
- Improved VFC Program



VFC Compliance Site Visit Basic Process

- **One month prior:**
 - Site visit reviewer schedules visit
 - Sends confirmation letter:
 - Confirming date and time
 - List of items to have available during visit
 - Description of tasks to complete before visit
- **During the visit:**
 - Interview with vaccine manager guided by the CDC Site Visit Reviewer Guide
 - Review VFC documentation
 - Inspect vaccine storage equipment.
 - Summarize findings and provide follow up plan with corrective action, if necessary*
 - Provider signs Acknowledgment of Receipt*

*These steps may happen after visit by fax and /or email depending on the circumstances.

What might we ask you to do ahead of time?

AFIX (clinics with 11 or more kids 24-35 months of age.)

- Review patient list
- Update immunization records

VFC:

- Review vaccines administered and correct eligibility designations

Please complete tasks by the deadline in the confirmation letter.

Call your reviewer with questions.

What do we need during the visit?

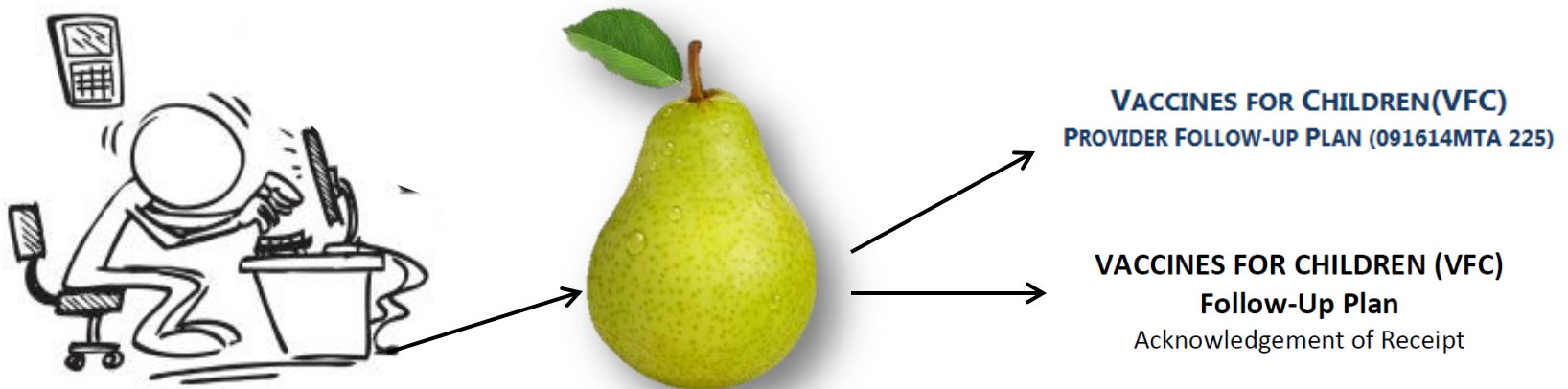
- Vaccine Manager and any other staff who want to participate
- Adequate space to meet
- Three months of paper temperature logs and access to data logger data
- Vaccine Management Plan (Section 12 of the VFC Provider Handbook)
- VFC eligibility screening documentation (electronic or paper)
- Borrowing reports since your last site visit (2 years)
- Vaccine Information Statements (VISs)
- The administration fee you charge to non-Medicaid, VFC eligible patients
- Access to the circuit breaker that supplies outlet to vaccine storage units OR power loss prevention policy.

PEAR

Online CDC program used to document VFC site visits.
New in 2013

Records site visit results and prescribes corrective actions and follow ups.

Aggregates site visit information for reporting to CDC and quality improvement



What if you're doing something wrong?

- **We'll ask you to fix it!**

1. Review the requirement
2. Investigate the root cause
3. Require corrective action



- **Corrective actions depend on the issue.**

- Fix it right there in your clinic
- Change a process
- May require submitting documentation
- May require a follow up site visit

- **The Three BIGGIES:**

- Eligibility screening and documenting
- Borrowing
- Temperature monitoring

Escalated Corrective Action

- **Repeated non-compliance**
- **“Serious” non-compliance**
 - Intentional
 - Fraud and abuse

Three Strikes You’re Out!

1. Site Visit #1 – Non-compliance issue
PEAR Prescribed Corrective Action

2. Site Visit #2 – Same non-compliance issue
Escalated Corrective Action

On probation

Written “contract” of corrective actions and deadlines

Frequent monitoring and reporting (weekly, monthly)

Fail – terminated and possible fraud and abuse investigation

Pass – Reinstated in program (with two strikes)

VFC Provider Handbook Section 9 Non-Compliance, Fraud, and Abuse

- When responding to non-compliance issues, the Immunization Program considers extenuating circumstances, whether it is a high-priority issue, and whether the non-compliance is intentional, negligent, or simply an error due to lack of knowledge.
- The Immunization Program reserves the right to elevate the corrective action level of serious instances of non-compliance or categorize intentional non-compliance as fraud and abuse.

What can you do to help your site visit go smoothly?

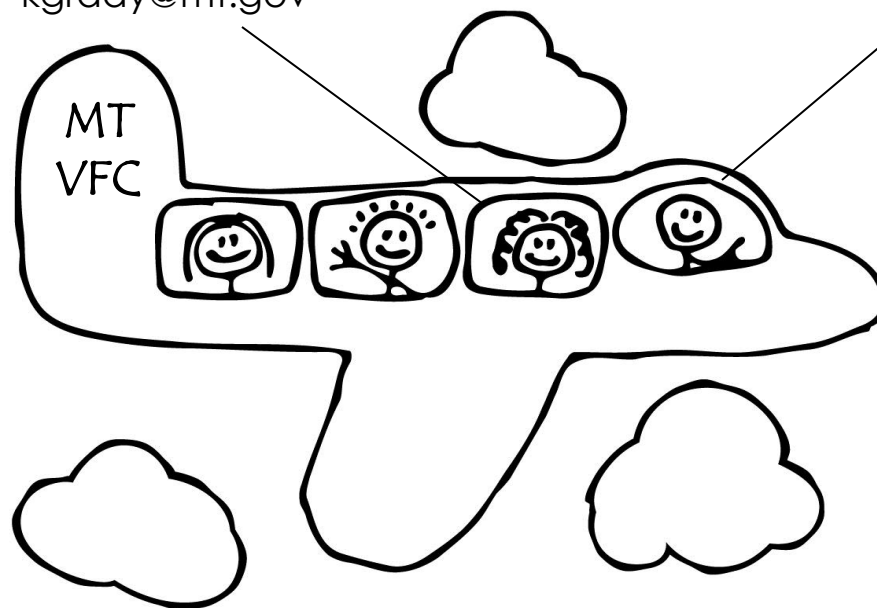
- Strive to be compliant!
 - Use the checklist Section 8
 - Read our emails and communications
 - If unsure, ask.
- Respond to our emails and phone calls
- Complete pre-visit tasks on time
- Take the visit seriously and give us your attention
- Include providers and other staff members
- Ask questions and keep an open mind
- Don't shoot the messenger.
- Give us feedback
- Respond promptly to follow-up questions
- Complete corrective actions on time

We promise to:

- Clearly and concisely communicate requirements
- Respect your time and effort
- Be knowledgeable, courteous, and professional
- Promptly respond to questions
- Be open-minded and fair
- Provide feedback and corrective action plans in a timely manner

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